

ARES GROUP INTERNATIONAL TRANSPORT



no distance for us

DRIVER MANUAL

TRAFFIC DEPARTMENT

LANDSIDE TRANSPORT OF GOODS

A large, abstract 3D graphic composed of overlapping, semi-transparent blue and grey rectangular blocks, creating a sense of depth and perspective. The blocks are arranged in a way that suggests a modern, architectural structure.

2016

Rev. 02

ARES distinguished conductor.

As you know, our customers choose each time the carrier that offers the best service, according to their needs and the best price.

All the efforts of those who work in ARES, aim to fulfill those expectations with our customers.

Therefore, to ensure efficiency and quality of service as well as the smooth running of the company, we propose a resources and tasks planning, in order to prevent failures and learn from our mistakes.

We want everybody who works in ARES, regardless of their employment relationship, to know this goal so that all our efforts are in the same direction.

The driver is the key element in road transport. It is who best knows the truck and the problems in performing their work. Not only that, it also plays the most important role representing the company, being the image of this one in places of collection and delivery of goods.

Each driver must be aware that their good work is vital. Read this manual, follow its instructions and propose ideas to improve it. Be critical with failures and try to work around them.

Do not forget that the consideration that our customers have about ARES is our best guarantee for the future and it starts with our drivers.

Fco. Jose Recalde
C.E.O.
Bilbao, 13th of June, 2016

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1. DRIVER FUNCTIONS

The driver, in addition to the proper function of driving, should perform the following functions:

1.1. Technical Function

- Know how the control devices work.
- Check the vehicle before the transport (paragraph 2).
- Place the product and hazard panels.
- Act safely (forecasting and anticipation) while driving.
- Acting in accordance with instructions for loading and unloading (paragraphs 3 and 4).
- Check the merchandise in loading and unloading.

1.2. Administrative Function

- Maintain in proper state personal documents and vehicle.
- Request the necessary documentation after loading.
- Identify the tachograph discs.
- Facilitate driver card's data downloading.
- Communicate to the ARES Traffic Chief any incidents arising during transport.
- Hand delivery notes of trips to the ARES administration department.

1.3. Commercial Function

- Introduce yourself in a polite and correct way.
- Be on time and respect the client specifications.
- Facilitate our business information of interest to the customer.

2. BEGINNING AND END OF DAY

In this chapter, you will find the obligations regarding to:

- Checking of the documents before boarding the vehicle.
- Checking of auxiliary elements.
- Control the vehicle (and trailer) at the beginning and end of day.

2.1. Checking of the documents before boarding the vehicle

- Documentation **of the vehicle**.
 - o Driver license.
 - o Vehicle's data sheet.
 - o Transport Card (Original).
 - o Receipt of insurance payment.
 - o Certificate of revision of the tachograph.
 - o intracommunity permit, if applicable.
 - o ARES Driver's Manual.
- Documentation **of the transport**.
 - o Delivery note / CMR.
 - o Rolls and sheets, enough and approved, to accredit the activity of the current day and the activity of the last 28 days.
 - o Friendly accident's printed statements.
 - o Work, cost, and maintenance reports.
- Documentation **of the driver**.
 - o Identity Document (DNI).
 - o Operative driver license.
 - o Health assistance card.
 - o Passport.
- **Fuel and trip card**, if assigned.
- **Other documentation**.
 - o If applicable, truck or driver's TPC/ADR certificate
 - o If applicable, tractor and refrigerated semi trailer's ATP certificate.
 - o Permission of the destination country (non-community countries)
 - o Updated road maps.
- If any documentation is missing, please report it immediately to the Traffic Chief.

2.2. Checking of auxiliary elements

- **Security** elements
 - Fire extinguisher in adequate state

- **Indicator** elements
 - Emergency triangles
 - Vehicles that are longer than 12 meters, must wear rectangular yellow bottom and red edges plaque in the back part of the vehicle.
 - White plaque with black characters for the tractor and red plaque with black characters for the semi trailer

- **Fixation** elements
 - Chocks
 - Cinches

- **Maintenance** elements
 - Tools' box
 - Spare bulbs
 - Hydraulic jack
 - Wheels wrench
 - Spare wheels
 - Set of motor's belts
 - Insulating tape roll
 - Set of unions

- **Other** elements
 - Mobile phone
 - Gloves, helmet, reflective vest, lantern and clean rags.
 - Notebook and pens.

2.3. Control of the vehicle (and trailer) at the beginning and end of day

- Liquid levels and loss of:
 - Oil.
 - Water.
- Oil and air's pressure
- Rear-view mirrors.
- Functioning of brakes and its illumination
- Tires (pressure and drawing), hoods and bodywork state.
- Vehicle's general cleaning (internal and external).
- If there is any anomaly, please, fill the maintenance report.

3. AT THE PICKUP POINT

In this chapter you will find the recommendations and obligations regarding to:

- Arrival to the pickup point.
- While loading.
- Controls before leaving.

3.1. Arrival to the pickup point

- The vehicles must be ready at the pickup point in the place and schedule accorded with the customer, otherwise, any incidental must be notified to the Traffic Chief.
- Vehicles must be equipped according to the characteristics of the load.
- When you arrive, introduce yourself as driver of ARES and hand the necessary documents for loading.
- Drive carefully and respect the internal normative and the indications of the staff.
- Check the load and its destination in order not to load in vain

3.2. While loading

- Stay near the vehicle, checking the loading and verifying the stowage.
 - o **CHECKING** means:
 - Count the number of physical batches (pallets, etc.)
 - Keep an eye on possible damages the load could suffer: breakages, leaks, etc., and take note of them in the delivery note. Then, make sure the responsible sign it.
 - Check that all the documents are right: dates, stamps, etc.
 - Check that origin, destination, and weight of the load appear in the delivery note/CMR.
 - Take note of every relevant detail in the delivery note before signing.
- Politely, correct the person who is loading if you consider he is doing something wrong.
- Check that the load is properly laid and tied in order to avoid load's displacements.
- If there is any problem while loading, call to the traffic department of ARES.

3.3 Controls before leaving

- Check that the trailer is correctly closed or sealed.
- Pick up the necessary documentation.

IMPORTANT

- **If the loading overcomes the maximum authorized weight, notify it to the traffic department. It is not allowed to overcome the maximum authorized weight.**

- Bring chinchas, ropes, straps, tensors, chocks, etc., in the vehicle, if there are not, ask for them and fill a maintenance report.
- Tense and secure the canvas.
- It is essential to be in the loading of the goods because once signed the delivery note, the owner of the truck and / or driver is the only responsible for the damages that may appear on the unloading.
- When you take the merchandise, take note of the number of packages you can see, not the number that it is supposed to be. It means, if you pick up a pallet that it is supposed to contain 50 packages, take note that it is one pallet, not 50 packages.
- If you consider that the time that the loading takes exceeds the expected time, the loader must sign that delay. If you have any problem, contact with the Traffic Department of ARES.

4. AT THE DELIVERY POINT

In this chapter you will find the recommendations and obligations regarding to:

- Arrival to the delivery point.
- While unloading.
- Controls before leaving.

4.1. Arrival to the delivery point

- The vehicles must be ready at the delivery point in the place and schedule accorded with the customer.
- When you arrive, hand the necessary documents for unloading
- Follow the instructions of the staff to unload the merchandise properly.
- Once stopped, call to the base to notify your arrival.

4.2. While unloading

- Stay near the vehicle, checking the unloading and verifying the stowage.
 - o **CHECKING** means:
 - Count the number of packages and check that it is the same as it appears in the delivery note.
 - Keep an eye on possible damages the load could suffer: breakages, leaks, etc. (check the notes that the receiver makes on the delivery note / CMR).
- Politely, correct the person who is unloading if you consider he is doing something wrong.
- If there is any problem while unloading, call to the traffic department of ARES.

4.3. Controls before leaving

- Check that the merchandise is totally unloaded, according to the delivery note.
- Remove the chocks.
- Check that the trailer is correctly closed
- Collect the required documentation, properly stamped and signed by the receiver.
- If there is any other problem, call immediately to the ARES's Department.

IMPORTANTE

- **It is essential to be present at the unloading of the goods, because the client could impute you damages of the goods if you do not pay attention.**
- **Never break the seal without permission and presence of the addressee.**
- **Ask always for the stamp and signature of the receiver of the goods.**

ATTENTION

- **Drivers are authorized by the Management Department to inspect the merchandise (while loading, transporting, if stops are made, or while unloading) and evaluate if everything is going well. The driver is, above all, responsible for the service development accorded with the customer.**
- **If while doing the service there is any incident or any problem comes out, drivers will act according to this Driver's Manual and the other parts will proceed according to the incidents, complaints, and claims procedure.**
- **The delivery note or CMR of the transportation is the register that guarantees that the service has been done without problems and respecting the accord. If there is any problem it will be listed on the delivery note. That is why it is very important to have controlled this document.**
- **Every time that the receiver includes a note on the delivery note, you must notify it to the Traffic Department of ARES.**
- **Before signing, write down the appropriate comments on the delivery note (for example: "by order of the addressee, the driver was not allowed to be present during the unloading).**

5. DURING THE DRIVE

In this chapter you will find the recommendations and obligations regarding to:

- Driving
- Breaks
- Toll roads
- Refueling

- Checks during the route
- Communications with the departments of ARES
- Precautions

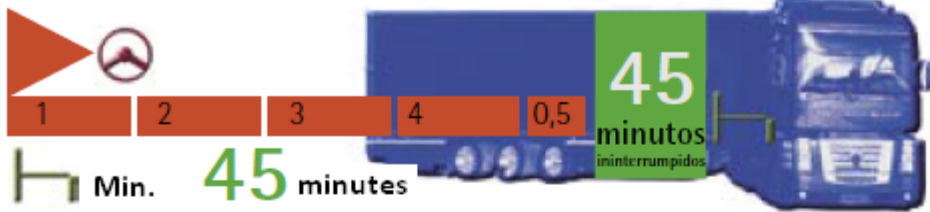
5.1. Driving

- Drive respecting the driver's license restrictions code and the Driver Manual of ARES.
- The penalties arising from a breach of the regulations will be borne by the owner of the truck or by the driver when he is the sole responsible for the infraction, for example, being drunk.
- If there is any other problem, call immediately to the ARES's Department.
- Your behavior on the road can lengthen the life of the vehicle and affects the good image of ARES and of the sector in general.
- Some tips to save fuel:
 - When turning on the vehicle:
 - Do not warm the engine up stopped, do it driving, without forcing during the first kilometers
 - If you force the vehicle when the engine is cold, it will consume more, and will be damage. Do it little by little.
 - Regarding to the speed:
 - Keep the revolutions at the economic consumption zone.
 - Not increase the revolutions if it is not necessary.
 - Try not to overcome 90 km/h.
 - Keep a constant speed, without sudden accelerations.
 - Regarding to the aerodynamic:
 - If you set canvas, adjust it properly.
 - If you drive above 60 km/h with the windows opened, your consumption will increase 5%.
 - Check the maintenance
 - A low pressure of the tires increases the consumption
 - Check the dashboard's indicators

5.2. Breaks

Continued driving

Max. **4** hours **30** minutes



Min. **45** minutes

After driving for 4h 30 min, driver must stop for at least 45 min uninterrupted

IN **4** hours **30** minutes

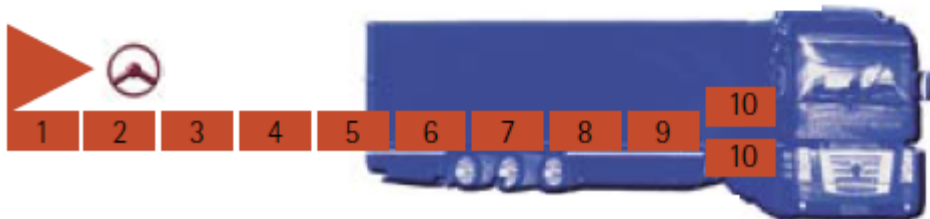


Min. **15** minutes Min. **30** minutes

The break of 45 minutes can be replaced by a break of at least 15 minutes followed by other break of at least 30 minutes, both breaks within the driving period.

Daily driving

Max. **9** hours per day, with appropriate breaks



Twice a week you can drive 10 hours

conducción + descanso

Weekly driving



Maximum 56 h/week



Max. 90 hours each two weeks

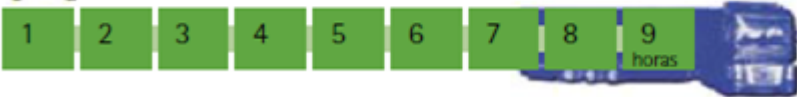


Daily break

11 uninterrupted hours



Three times per week 9 uninterrupted hours



3 uninterrupted hours 9 uninterrupted hours




Weekly break

Before the end of the 6th day

 **45** uninterrupted hours



 **24** uninterrupted hours



The weekly regular break will be 45 uninterrupted hours. it can be reduced to minimum 24 hours but the lost break hours must be compensated in once, by adding these hours to a 9 hours break before the third week ends. you can not take two reduced weekly breaks consecutively.

5.3. Toll roads

- Use them only when they are paid by the customer, if it is an emergency, or when the Traffic Chief tells you to do it.
- Independent professionals: tolls, travel and subsistence allowance, and other expenses will not be refunded if they are not authorized by the Traffic Chief.

5.4. Refueling

- ARES' trucks must always refuel at Zaisa III, Irun. If the distance forces you to refuel on route, follow the instructions of the Traffic Chief.

5.5. Checks during the route

- Correct functioning of the brakes
- Check, cautiously, dashboard alarms.
- Keep informed about the traffic situation on the roads you will take.

5.6. Communications with the departments of ARES

- In case of delay (accident, traffic jams, disorientation), call the Traffic Chief in order we to be able to warn the customer on time.
- When the service is over, call the Traffic Department of ARES to notify it.
- If you have any problem, emergency, question, or doubt call to the Traffic Department of ARES.

5.7. Precautions

- Park in secure parkings (if watched, better), especially at night.
- Keep always an eye on the vehicle if you stop to refuel, eat, etc.

- Pay special attention to the tachograph since sanctions related with this device are high.
- If you detect mechanical anomalies (tires, leaks, etc.), notify it to the Traffic Chief.

IMPORTANT

- **While driving you must not perform other activities such as reading, eating, calling, etc.**

6. EMERGENCIES AND MISHAP

In this chapter you will find the recommendations and obligations regarding to:

- Damages
- Accidents
- Adverse weather
- Load movements
- Sanctions
- Thefts
- Phone numbers of interest

6.1. Damages

- Stop the vehicle where there is no danger for traffic and signpost the stop properly.
- Call the traffic department to notify the problem, even before figuring out how to solve it. We may have an easier solution for you.
- Once the damage is detected, evaluate if it is possible to solve it yourself with tools and replacements.
- If it is not possible, follow the instructions of the Traffic Chief.
- Do not leave the goods in no case, watch it.

6.2. Accidents

- Stop the vehicle where there is no danger for traffic and signpost the stop properly.
- Check possible damages of the vehicle and load and evaluate if it is possible to keep on.
- If the damage allows you to continue without any risk, keep going.
- In case of serious damages, call to the Traffic Chief and wait for instructions.
- If there are other parts involved, fill the European friendly report of accident.
- Do not leave the goods in no case, watch it.

6.3. Adverse weather

- Tell to the Traffic Chief if you must stop due to rain or snow.

6.4. Load movements

- Stop the vehicle where there is no danger for traffic and signpost the stop properly.
- Check the load state and the damages that have happened. Call to the Traffic Chief.
- Try to figure out the reason of the movement (wrong loaded, excess of weight, sudden braking, etc.).
- Place and reassure the goods. if it were not possible to continue, call to Traffic Chief.

6.5. Sanctions

- If you are stopped and you think you are going to be sanctioned, behave with serenity and try to explain the facts reasonably. Do not get violent.
- Ask for comprehension and do not face them, you may get something.

6.6. Thefts

- In case of theft, you must report it in the location where it happened. Call the Traffic Chief and follow the instructions.

6.7. Phone numbers of interest

Josu Landa	627587751
Amaia	600570982
Leire	600570995
Igor	600570993
Anna	660449155
Jose Luis	600571017
Patxo	600571077

7. SAFETY TIPS ON ROAD

1. Before leaving, make sure you have the route well planned. Avoid urban cores or residential zones. If it were necessary, pay special attention.
2. Keep every protective element of the vehicle in proper conditions and use them adequately.
3. Day attention in every moment. Driving is a complex activity that requires high levels of concentration; you will need all your senses.
4. Driving heavy vehicles entails higher responsibility: losing control or any incident may trigger serious accidents.
5. Behave wisely, evaluate and adapt to the circumstances of the road or vehicle and to your own circumstances too.
6. Your good behavior on the road increases security and the social image about the sector.
7. The road is a coexistence and tolerance space.
8. The road requires observation and anticipation: to prevent movements of others, avoiding being surprised and reacting properly and safely.
9. Respect speed limits (though they do not seem appropriate) and other traffic signs or indications of traffic wardens.
10. The road safety requires commitment: we all can teach and learn.